



STATE OF TENNESSEE
DEPARTMENT OF COMMERCE AND INSURANCE
COLLECTION SERVICE BOARD
500 JAMES ROBERTSON PARKWAY
NASHVILLE, TENNESSEE 37243

COLLECTION SERVICE BOARD – Meeting Agenda
500 JAMES ROBERTSON PARKWAY, CONFERENCE ROOM 1-B
March 13, 2013 - 9:30 a.m.

Call to Order – Bart Howard, Chairman

- Roll Call – Donna Hancock, Executive Director
- Agenda – Review / Adopt
- Minutes – January 9, 2013 – Review / Adopt **(1)**

Chris Whittaker, Assistant General Counsel

- Legal Report

Administrative Report –Donna Hancock, Director

- FYI - Complaint Comparison Report **(2)**
- Budget Report **(3)**
- Location Manager Exam Report **(4)**
- Information for Website – Email from TN Collection Association **(5)**
- Questions Regarding Call Center – Eligibility Discussion **(6)**
- Questions Regarding Mortgage Servicer – Eligibility Discussion **(7)**

Location Manager Application Review: Determine Eligibility –

- ***Tabs 8 thru 11***

New Business or Unfinished Business

Adjourn

Notice: Commission / Board meetings will be conducted by permitting participation of the Commission / Board members by electronic means of communication, if necessary. Any member participation by electronic means shall be audible to the public at the location specified above. Some meetings may be cancelled 30 days prior to the actual meeting. Before planning to attend a meeting, please be certain the meeting is being held as originally scheduled. Unless otherwise noted, all times listed are scheduled at U.S. Central time.